



Community  
Housing

# Our Community News



**Inside:**

**Advice and Guidance - recharges**

08

**RISE update**

09

**The Wynter House Duck Pond**

12



Part of

**Network  
Homes**





# Welcome

Keeping it local

**When I wrote this welcome for last summer's newsletter I had hoped, as did many, that by now the pandemic would be completely over and that we would once again be back to normal.**

However, although 'Freedom Day' has been and gone, at the time of writing daily covid infections are still in their thousands. The emphasis is very much on us as individuals to do all we can to ensure the continued safety of ourselves and our families.

The last 16 months have been difficult for everyone, especially those who have lost family or friends to Covid. Many have not been able to see loved ones or have found that the repeated lockdowns took their toll on both their mental and physical wellbeing.

I am incredibly grateful for the understanding and support that has been shown to SW9 management and staff during the pandemic. For our part we will repay this by ensuring we take the necessary steps to get back to normal and strive to improve the services you pay for, and as soon as possible re-introduce the many resident engagement activities this community is accustomed to.

Best wishes,

**Delroy Rankin**  
**Executive Director**

## Stepping into the future

**At SW9, homes and the people who live in them are important to us. They're the reason we do what we do.** There's a strong sense of community and a tradition of resident involvement in the way that the homes and other facilities on Stockwell Park and neighbouring street properties are managed. We think it's that tradition and heritage that makes the area so special.

This community is now entering into a new and exciting period in both our history and our future.

As the regeneration of the estate and street properties draws to a close, the SW9 Board and management will be exploring the future options for SW9.

To explain to you exactly what is being considered we have created the 'Stepping Into the Future' booklet.

Your copy of the booklet will arrive by post soon.



# Coronavirus (COVID-19) service update and advice

## Staying safe

**At the time of writing, many COVID-safe restrictions in the UK have been lifted.**

Although this means there are far more freedoms available than we have had access to in the last 18 months, COVID-19 is still a very real concern.

SW9 will continue to do all it can in order to protect you, your families and the wider community during this difficult period.

Please read the information on this page to make sure you know how to keep yourself, your household and the wider community safe when dealing with SW9 during this time. In addition, we have published our 'Post-COVID Safe Working Guidance' which details everything that SW9 has put in place to make sure that staff, contractors and visitors to the office are kept as safe as possible during this period. You can read the Guidance on our website [www.sw9.org.uk](http://www.sw9.org.uk)

## Your SW9 office is open

In order to keep you, your household and our staff safe during your visit, a number of COVID-safe measures are in place. These are clearly displayed in reception.

If you do not wish to visit the office in person, you can still use the following contact methods

- Telephone: 0207 326 3700
- Email: [info@sw9.org.uk](mailto:info@sw9.org.uk)
- Website: [www.sw9.org.uk](http://www.sw9.org.uk), using the 'Contact us' page.

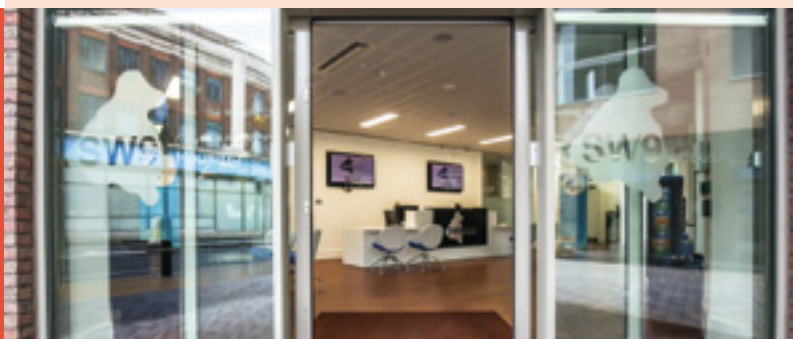
**Please note:** The SW9 office will continue to encourage the wearing of face masks and use of hand sanitiser. If you are exempt from wearing a mask, please let the member of staff at the reception know when you arrive.

## Your schemes

**In our sheltered schemes we have been supporting our residents throughout this period, reaching out in particular to those who do not have support from family and friends.**

Reflecting the relaxation in restrictions, more than two people can now visit scheme residents and we are no longer insisting on a designated person.

However, we are still firmly requesting that all visitors wear masks, use the hand sanitiser provided and take a COVID-19 test before entering. This is for the protection of our residents who represent some of the most vulnerable members of our community, as well as the staff who support them on site.



## How you can help?

**In the interest of everyone's safety, please tell us if you're currently self-isolating, have symptoms or have been confirmed as having Coronavirus.**

Also, let us know if someone in the household has an underlying medical condition. It is important we know this information to ensure members of the household and our contractors are not put at risk. It will also help us to better support you with your query and be prepared if we need to visit your property to carry out an emergency repair.

**You can contact us by phone on 0207 326 3700 or by email at [info@sw9.org.uk](mailto:info@sw9.org.uk)**





## Take the Resident Engagement Survey today

**SW9 Community Housing is proud to provide excellent resident engagement opportunities for our residents.**

Our current Resident Engagement Strategy comes to an end in 2021 and we are looking to develop a new 2021-24 strategy to ensure that we are spreading awareness and providing activities to the best of our abilities.

To help us do this, we have created a survey for you to complete. We will use the results to shape and develop the new strategy.

To take part in the survey please visit our website for more details or scan the QR code above.

Your feedback is incredibly important to us. It lets us know what we are getting right and where we need to improve. Only by working together with you can we shape and deliver services that truly meet the needs of current and future residents, improving lives and the local community.

All completed questionnaires will be entered into a free prize draw where six residents will win £50 in gift cards of their choice.

## News in brief

### Update your contact details today

SW9 is currently updating the contact details (telephone and email) we hold for all residents and their next of kin. Please contact us on **0207 326 3700** or **info@sw9.org.uk** to let us know your information. This is essential so that we can alert you in the event of an emergency.

### Home Contents Insurance

If you currently do not have home contents insurance, please contact your Neighbourhood Team on 0207 326 3700. It is strongly recommended that all residents should have insurance and the team can help you to get adequate cover.

### 'Short-life' housing

At Wynter House we have 16 studio and 1 Bed flats available to rent for a period of 12 months. To apply, or for more info, please contact **Neighbourhood.Enquiries@sw9.org.uk**

### Off to uni?

Did you know SW9 has an Educational and Employment Grant Fund? If you are both a student and SW9 resident, about to take the next step into further education, support funding is available.

To find out more contact **getinvolved@sw9.org.uk**



### Don't forget! You can report repairs online

**If you have a non-emergency repair (including communal repairs), don't forget that you can report this online.**

You can do so on our website using the 'Report a repair form' at [www.sw9.org.uk](http://www.sw9.org.uk)

Alternatively you can email the team on **repairs@sw9.org.uk**

If your enquiry is an emergency, please still call 0207 326 3700 and follow the option for Repairs.





## Listen to The SW9 Podcast

Created specifically for residents of SW9 Community Housing, The SW9 Podcast is now on its fourth episode, which includes a great interview with Matthew Mifsud of The Brixton Artists' Circle about his life as an artist, the BRX Residents' Association and his plans for exhibitions in the area.

The first three episodes are also still available and include interviews with:

- Komal Doan, SW9's Community Engagement and Communications Manager.
- David Gwyther from the Office for National Statistics.
- Dr Daniel Cromb about the pandemic and the importance of getting jabbed.

You can listen to the SW9 Podcast now and we hope to have this available on more major podcast distribution services soon.

- **Youtube:** Search for the SW9 Community Housing channel.
- **Podbean:** [thesw9podcast.podbean.com](https://thesw9podcast.podbean.com)
- **Amazon / Audible:** Search for 'The SW9 Podcast'.

## Dear SW9...

Do you have a question for SW9 that you think other residents might benefit by knowing the answer to?

If you do, then why not write in? If we include your letter in our next newsletter then a £10 gift voucher could be yours.

To kick things off, we've been asked recently...

**Q.** How can I find out who my Housing Officer is?

**A.** You can find out who your Housing Officer is by calling **0207 326 3700** (option 3, then 1). Your call will be answered by one of our Neighbourhood Services team - Olu, Ademola or Ramone. They will be able to tell you who your Neighbourhood Services Officer is. Alternatively, please visit the 'Your Neighbourhood Officers' section of our website [www.sw9.org.uk](http://www.sw9.org.uk)



## New number for AllPay rent payments

The number to call when making an AllPay rent payment has changed.

The new number is **03300 416 497**.

For more information on how to make a rent payment, please visit the 'How to pay your rent' section of the SW9 website: [www.sw9.org.uk](http://www.sw9.org.uk)

## Stockwell Park Event Day!

To mark the end of lockdown and to engage widely with SW9 residents about the dramatic changes in the local external environment, Network Homes will be holding an event day in conjunction with Community Trust at their centre on Stockwell Park.

This will be a great fun day including community art workshops, graffiti demonstrations, food, drinks and lots for the kids to do.

Information will be available on the:

- £6 million programme to deliver Transfer Promises.
- Migration of parking into refurbished under-crofts spaces.
- Green improvements.
- Community Art Wayfinding.
- Loop Road Renewal and drains.
- Bin Strategy.
- Tree planting.
- Bike storage.
- Commercial spaces.

To find out when the day will be held, please look out for local advertising.

## The Great SW9 Spring Clean – a review

**On Thursday 10 June, staff from the SW9 office were out and about on Stockwell Park, picking up litter and helping to improve the local environment.**

We asked Kelly Tran, our Community Engagement Apprentice, to tell us a little more about the day and why it came about:

“We were inspired by The Great British Spring Clean, a campaign run by Keep Britain Tidy, between 28 May-13 June.

“It seemed like a great idea to support the cause and do our bit so, on 10 June ‘The Great SW9 Spring Clean’ took place with a group of staff – including one of our board members – volunteering to pick up litter from different areas of our estate.

“The half day activity was really successful. Not only were we able to help and contribute to a good cause but we also got to keep our environment

clean. I also really enjoyed having the chance to get to know my colleagues even better – which was great as we’ve largely been in lockdown since I began.

“Mission Complete! The national campaign left 1.15 million miles of British outdoor spaces cleaner and greener – including Stockwell Park!”



## Art Exhibition

**Between Friday 20 and Sunday 22 August, BRX Residents’ Association at 151 Stockwell Road will be hosting an art exhibition by the Brixton Artists’ Circle.**

This is a first for the community and will contain work by a number of local artists. There’s no need to book, just come along and enjoy the incredible work on display.

More information can be found by scanning the QR code. Alternatively, you can also listen to an interview with organiser Matthew Mifsud on The SW9 Podcast, where he discusses the exhibition and his plans for the future.

BRX

Scan QR code





# Parking updates

## Parking at 190 Stockwell Park Road

The Housing team are asking residents to be mindful of all restrictions in place outside 190 Stockwell Park Road.

## Do you have a parking space at 9 Benedict Road?

If you have a surface or undercroft parking space near 9 Benedict Road please contact the office. We are currently updating records and need to know your space number, vehicle registration and fob number (if applicable). Please call 0207 326 3700 or email [info@sw9.org.uk](mailto:info@sw9.org.uk)

## Need a parking space?

Do you live at Burrow, Chute, Crowhurst or Fitzgerald House? If you do and you would like to register your interest for an undercroft parking space please call 0207 326 3700 or email [info@sw9.org.uk](mailto:info@sw9.org.uk). There is no need to call if you are already on the waiting list. Spaces will not be offered to those with arrears on any account.

## Coming soon

SW9 will soon be launching its Parking Survey. This has been designed to capture your thoughts on the future of parking on Stockwell Park. Please do look out for this as your input will be invaluable in making sure we have a strategy that suits the needs of residents and visitors.

# Mediation and money

## Did you know that you can request to have mediation between yourself and SW9 once your case has been referred to court?

If mediation is successful, you'll make a verbal agreement over the phone. This is legally binding which means that you must comply with it. You'll be given the terms of the agreement in a document – this is called a Settlement Agreement.

If either party breaks the terms, then the other party can go to court to ask for a judgment or hearing.

If mediation fails and a court hearing is needed, what happened during the mediation appointment cannot be mentioned in court. You will not have to wait longer for a court hearing if you choose mediation.

For more information visit the 'Trouble paying your rent?' section of our website [www.sw9.org.uk](http://www.sw9.org.uk)

# Join the digital mailing list

You may have noticed that this issue of Our Community News has been delivered in a different way to previous issues. Following feedback from a resident, we investigated whether we could ditch the polythene bag, and deliver the newsletter in a new way that is better for the environment.

It was also suggested that we should increasingly aim to deliver the newsletter digitally where possible.

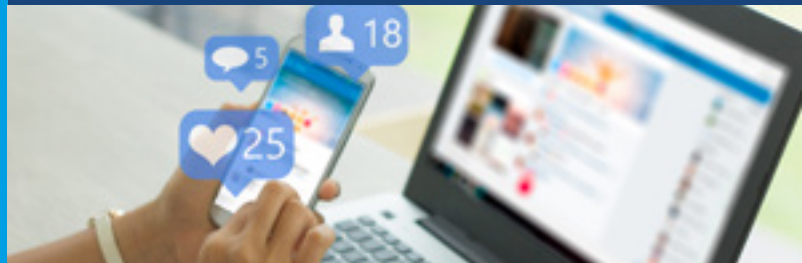
If you would like to be added to the list to receive your copies of Our Community News via email, please let us know by contacting [communications@sw9.org.uk](mailto:communications@sw9.org.uk) with your name and address.

# Is your home the right size?

SW9 has a responsibility to make sure it is making the best use of the homes it has available.

In order to help us do this, we are asking you to contact us if you believe you are suffering from overcrowding or if your home is too large for needs.

To discuss your needs, please contact your Neighbourhood team on **0207 326 3700** or email [neighbourhood.enquiries@sw9.org.uk](mailto:neighbourhood.enquiries@sw9.org.uk)



## Follow SW9 on Instagram

SW9 Community Housing is now on Instagram! Please follow our account to keep up to date with everything that we have going on.

You can follow us by visiting Instagram and searching for 'sw9communityhousing'.

And don't forget, you can also follow us on our other social media channels too:

- **Facebook:** SW9 Community Housing
- **Twitter:** @sw9housing
- **Youtube:** SW9 Community Housing



## A guide to rechargeable repairs

As set out in your tenancy agreement, SW9 is responsible for carrying out certain repairs to your home. However, there are others that are your responsibility.

All residents have a responsibility to take good care of their home, and not to allow damage to occur through negligence or abuse by themselves, family members or visitors.

But who is responsible for your repair? As an SW9 Community Housing resident, you are expected to take responsibility for putting right accidental or deliberate damage to your home. This includes:

- Using the property in a resident like manner.
- Internal decoration.
- Minor repairs, including small plaster cracks, wall and floor tiles, door handles, locks, hinges, letterboxes, toilet seats, bath panels, basin and bath plugs and chains, and tap washers.
- Keeping the property adequately heated and well-ventilated e.g. not drying washing in the property and opening windows.
- Adding extra security, for example fitting mortice locks.
- Replacing broken windows, except where we were responsible for the breakage or you have a police crime number.
- Glazing repairs to internal doors and cupboards.
- Maintaining gardens, including fencing.
- Clearing blocked sinks, toilets and baths where the blockage is in the property or was caused by your own misuse or lack of care.
- Infestations of insects and mice (unless the infestation is a result of a structural defect).
- Replacing light bulbs, fluorescent tubes, electrical plugs, fuses and batteries in smoke alarms and carbon monoxide detectors.
- Replacing keys and locks when you lose the keys or members of your household are locked out.
- Fitting waste and supply pipes for washing machines and dishwashers and vents for tumble driers (except where we have fitted the items) plus cleaning extractor fans.
- Repairing any damage that you, a member of your household or a visitor caused.

- Repairing fixtures, fittings and equipment not provided by us.

### SW9 is responsible for:

- Keeping in repair the structure and exterior of your home.
- The roof, walls, windows, external doors and doorframes, floors, ceilings and plasterwork, skirting boards, drains and gutters.
- The installations for the water, gas and electricity supply to your home.
- The maintenance of heating systems.
- The maintenance of walls and fences at the boundary of the property (but not dividing walls), as well as pathways, steps and other means of access to the property.
- Maintaining and decorating common halls and stairways.
- Making good any plaster work or damaged decorations that have resulted from our error.

Please see your tenancy agreement for more details about who is responsible for the repairs in your home.

Please note that if SW9 attend a repair and establish that it is your responsibility (for instance where damage has in fact been caused by you) then you will be recharged.

If you have any queries on who is responsible for a repair, please contact the office on:

- **Telephone:** 0207 326 3700
- **Email:** [info@sw9.org.uk](mailto:info@sw9.org.uk)
- **Website:** Using the 'Contact us' form at [www.sw9.org.uk](http://www.sw9.org.uk)





# RISE



Scan QR code



## Welcome to RISE

The SW9 RISE programme continues to go from strength to strength.

RISE sees SW9 entering a new era of community engagement with opportunities for you to get involved with the organisation, have your say in how services are run, develop your talents and help us build the future of Stockwell Park.

As part of the regeneration programme, SW9 now has two new spaces just for the benefit of the community:

- SW9 Resource Centre, 13 Benedict Road, SW9 0FS
- SW9 Learning Centre, 153 Stockwell Road, SW9 9FX

This is an exciting time for us as we can run activities and events to bring residents together. In addition, we have also completely overhauled our engagement opportunities, giving you a number of different ways in which you can work alongside SW9 to make sure that you can make a real difference to how housing services are provided to your community.

Scan QR code



Full details of these can be found on the 'Get Involved' page of our website or by scanning the QR code. If you would like to speak to someone about any of these opportunities, please get in touch.

## Your new Menu of Involvement

As part of your SW9 RISE programme, which offers you a suite of opportunities for personal development and ways to engage with the organisation, we have published a brand new Menu of Involvement which can be found on our website or by scanning the QR code above.

This is a guide for those who would like to know what opportunities we are currently running and how they can get involved. It includes all the information you need to know about what we have to offer.

All sessions are free for SW9 residents and you may register for as many engagement opportunities as you wish. All we ask from you is your time and commitment. Reservations will be made on a first come first serve basis.

## How to get in touch

If you would like to find out more about any of our RISE opportunities, please visit the 'Get Involved' page of our website [www.sw9.org.uk](http://www.sw9.org.uk)

To get in touch please contact Komal Doan, SW9's Community Engagement and Communications Manager:

- **Telephone:** 0207 326 3700
- **Email:** [getinvolved@sw9.org.uk](mailto:getinvolved@sw9.org.uk)
- **Website:** Using the 'Contact us' page at [www.sw9.org.uk](http://www.sw9.org.uk)

# Your team

## Peter Adams, Communications Executive



Each issue we interview a member of your SW9 team. This time we are speaking to Peter Adams, SW9's Communications Executive about his role, what he does and why it's important for the local community.

**Hi Pete, how long have you worked at SW9 for?**

I've actually been about for ages, on and off. I started in Stockwell back when the organisation was still Community Trust Housing. Although I did move on for a while it seems like I've always been part of the furniture here, usually specialising in communications and engagement.

**Tell us a little bit about what you do?**

These days I'm responsible for all the major communications that we deliver to our residents. If you receive a leaflet, I probably wrote it. If you see a poster, I probably put it together. If you listen to the podcast or watch an SW9 video on Youtube, that was me. If you receive a letter or text message, I almost certainly worked with the relevant manager to put it together. I also look after the website, the social media channels and I even wrote most of this newsletter.

**That sounds like a lot of writing! Do you spend a lot of time with your head in a laptop?**

Ha! I spend ALL my time with my head in a laptop! With so many different projects and tasks to complete, some weeks I realise that I've actually written the equivalent of a small novel! It will come as no surprise that I wear glasses... very thick glasses!

**What do you enjoy about your job?**

There's nothing more exhilarating to me than getting important messages out in fun new ways. Over the last couple of years we've really worked hard to create video content as well as traditional leaflets and posters. The big change this year has been getting The SW9 Podcast off the ground – I think we're one of the first housing associations to even try such a thing. I also enjoy working with other members of the team to get their important messages out to residents.

**Can you tell us a bit about yourself?**

I'm a family man with very young kids so I'm constantly tired! I live at the other end of Victoria Line which means I've fallen asleep on the way home and spent hours riding the rails more times than I care to think about. Believe it or not, after a long day's writing for SW9 what I like to do most is sit down and do some more writing – however I rarely put pen to paper about housing related matters in the evening!

**And finally...**

Thanks to all those who have listened to The SW9 Podcast and got in touch to say they liked it. It's been really great to try something new. I'm also always on the look out for anyone that would like to be a part of the Resident Communications Group. It'd be wonderful to have more input from those that receive what we produce. If you'd like to be a part of it please do email us at [getinvolved@sw9.org.uk](mailto:getinvolved@sw9.org.uk)



# Star Survey Update

## STAR Action Plan update

Earlier in the year we published the results of our STAR Survey of residents and let you know what actions we were going to put in place to improve our services. Here is an update on what we have done since the last issue:

- We have started running training sessions for our SW9 Improvement Panel. So far they have attended sessions on the history of social housing, performance data and secret shopping.
- We have begun to use our template for posters and letters so our communications with you are consistent. All external communications now go through our Communications Team before they are sent out to you.
- We ran our first Leaseholder Steering Group session.
- We started looking into alternative survey options to develop new ways of getting feedback from you.

- We continued to run an anti-fly tipping campaign, which includes the publication of articles in this newsletter.

SW9 would like to give a big thank you to everyone who took part in the 2020 STAR survey. This survey is undertaken every three years and the questions are selected from a list put together by a company called Housemark, who are experts in housing association customer satisfaction.

If you want to have more of a say in how your services are run and what goes on in the estate, please contact the Community Engagement Team on:

- **Telephone:** 0207 326 3700
- **Email:** [getinvolved@sw9.org.uk](mailto:getinvolved@sw9.org.uk)
- **Website:** [www.sw9.org.uk](http://www.sw9.org.uk) using the 'Contact us' page.

## Become a Street / Block Champion

**SW9 is looking for residents interested in becoming the Champion for individual streets / blocks across Stockwell Park.**

This is your opportunity to make a difference to your immediate area and community, acting as a spokesperson for your area, helping to improve your immediate environment as well as ensuring cleaning and maintenance is being carried out.

All Champions will be given training and guidance on how best to carry out their roles.

For more information please visit the website or scan the QR code.

Scan QR code



## Your Improvement Panel

The work of the SW9 Improvement Panel has now begun. Recently the four person team of residents just like you have been receiving training all about SW9 and are now considering the first areas that they wish to test through a Secret Shopping programme.

The Panel is your chance to work in partnership with us, influencing positive change by making sure we continue to provide excellent services.

The Panel will work closely with management and officers to identify areas in need of improvement, conducting reviews and making recommendations for how SW9 could make the services you receive better.

If you would like to know more about the Panel, please get in touch or follow the QR code to the SW9 website where we have a number of frequently asked questions.

Scan QR code





## The Wynter House Pond

Aquascapes are the contractor responsible for maintaining the pond at Wynter House all year round. We caught up with Director Paul Mastrandreas to find out all about the important work they carry out for SW9.



## How often do Aquascapes visit the Wynter House pond?

On average we attend site once per month, and each year we do a full drain down where we take all the fish out, along with the resident terrapins.

We then remove all the accumulated leaves and silt and jet wash the pond to get it ready for the new season in the spring.

## What do you do during a normal visit?

Typically a visit will include removing fallen branches and leaves from the pond, topping the pond up if the level has dropped and trimming the marginal water plants that grow along the back and sides. We make sure that new shoots can come through and that certain plants don't take over. We also trim the water lily leaves to encourage new ones to come up and flowers as well.

## Do you do anything to the island in the centre?

Yes we also maintain the island, usually by weeding it and trimming back plants.

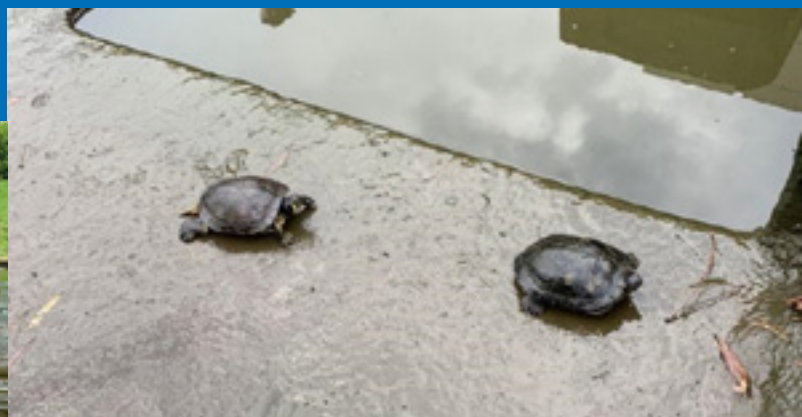


## Has the pond changed much over the years?

When we first saw the pond some 20 years ago it was completely silted up with hardly any water. It contained no life or plants. We made the decision to spend two or three weeks removing all the accumulated sludge and silt to start again.

Since all this initial work was done to reinstate it as an actual working pond we have seen the proliferation of fish, frogs, our resident terrapins and the occasional visit from ducks and other birds – including a heron who likes to fish!

Now that the pond is healthy it is also home to dragonflies, caddisflies, mayflies and other insects that lay their eggs in the water. Bees and other pollen-loving insects also live and work there!



## Why is the pond important?

It's important because areas such as these in cities provide much-needed habitats for wildlife that would otherwise not exist. We are proud of the work we have done with SW9 and are looking forward to the next twenty years.



# Fly tipping – a reminder

**Fly tipping is a criminal offence and one that SW9 Community Housing takes very seriously.**

**Not only is it unsightly, it is anti-social and dangerous to children. It can also lead to increased service charge costs as dumped items need to be removed from the estate.**

Says Patricia Aihie, Interim Housing Services Manager: “It is important that everyone keeps the estate safe. There is CCTV in operation at all times. We can trace dumped rubbish back to an individual and they can be fined up to £5000 or even end up in prison.

“There is actually no need to dump rubbish. You can contact Lambeth Council’s Street Care Team on 0207 926 9000 to book a bulky collection, or SW9 on 0207 326 3700. There is a standard fee of £20 for the removal of up to three bulky items.”

The Neighbourhood team are also asking residents:

- Not to leave bin room doors open.
- To dispose of your rubbish properly and safely.
- To not block access routes for rubbish collection with vehicles.

## Rough sleepers

**Throughout the end of last year, SW9 saw an increase in rough sleepers on Stockwell Park.**

If you should discover someone sleeping rough near your home, please report this immediately to the SW9 Housing Team on **0207 326 3700**. The team can then liaise with the individual to make sure they are receiving the support they need and assist them in finding more suitable accommodation.

Lambeth Council also has a Rough Sleeping Outreach Team. You can contact them on

**Email:**

[lambethoutreachreferrals@thamesreach.org.uk](mailto:lambethoutreachreferrals@thamesreach.org.uk)

**Telephone:** 07814 080 143

## Please treat staff respectfully

**We are reminding all residents to please be respectful when dealing with SW9.**

SW9 will not tolerate any form of abuse directed toward our staff and to do so may mean that you are breaking your tenancy agreement or lease.

If you are found to be abusive, action may be taken under our Violence and Aggression Policy.



## The Stockwell Story

Homes and the people who live in them are important to us. They're the reason we do what we do. There's a strong sense of community and a tradition of resident involvement in the way that housing services here are managed. We think it's that tradition and heritage that makes the area so special.

But how did we get here? Where did we come from? And what does it mean to be a resident on Stockwell Park?

In each edition of Our Community News we run a small section on the recent history of the area. This article was first created for a booklet we produced some years ago called *The Stockwell Story*. The original version of this can be found on the SW9 website 'Publications' page – [www.sw9.org.uk](http://www.sw9.org.uk)



## 2011 – Flying the flag

By 2011 the Graffiti Pen was really starting to get noticed. It even received international acclaim from the Wall Street Journal. The Evening Standard also celebrated this unique space with a double page spread hailing it as the best location in Britain for graffiti street art. Famous artists still come from around the world to show off their spray skills, turning this unique community asset into a place that all residents can enjoy.

The refurbishments of Norton House (41 homes) and Lambert House (43 homes) were completed in 2011. This included replacing the kitchen and bathroom units along with windows and doors as well as external and communal areas.

2011 was also the year the Fun Day went large! It was the summer that this annual event moved to Slade Gardens creating a great opportunity for more residents to come together to celebrate the successes of the community.

In the decade that followed the Graffiti Pen was subject to huge investment, being transformed into the Stockwell Hall of Fame – a space for the entire community as well as the artists. The Fun Day also spread its wings, becoming the SW9 Festival and offering a huge number of opportunities for families during the summer holidays. Although this has been low key during the pandemic, we hope to again be offering lots of exciting opportunities during 2022.



# Music and your community

While everyone loves music, it's often hard to find two people who love the same tunes! Now that summer is here, it's tempting to want to play music with windows open. Many residents on Stockwell Park and nearby street properties are classed as key workers and are still going the extra mile for us all. Please respect your neighbours by keeping the volume down.

Noise nuisance is classed as anti-social behaviour and will be acted upon by SW9 and Lambeth Council.

If you are experiencing noise nuisance, please report it in the first instance to the Lambeth Noise Team on 0207 927 5000.



## Keeping balconies safe

The SW9 Neighbourhoods Team is reminding all residents about the importance of keeping balconies safe.

Heaters, flammable objects and barbecues are not allowed as they pose genuine fire risks. Smoking is also discouraged, although if you do smoke then cigarette butts should be extinguished completely and disposed of with care, preferably with water.

This is for the safety of you, your neighbours and the wider community.

Says Ademola Ashimolowo, Neighbourhood Services Officer: "Between 2017 and 2019 there were 400 balcony fires in London. We need all residents to play their part to keep everyone safe. We are also asking residents not to build structures on their balconies to protect against the weather (these can pose a significant fire risk), or to leave chairs on top of tables as these could fall in high wind."



# Regeneration

## Development update

SW9 is in the process of going through some very positive changes. The regeneration of Stockwell Park, managed by Network Homes, is now in full swing. During this exciting time we want to keep you up to date about what's been happening and our plans.

Network Homes is currently working on several buildings. You may be living in these or pass them regularly when you walk around the estate. Here is a quick update on everything that is happening.

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## Tyler House



The courtyard is well on the way with a few final touch ups required which we are hoping will draw to a close within the next four weeks. At this point residents will then be able to get access and start enjoying the space, which consists of playground facilities, bike storage and is home to all gas and water meters.

We are looking forward to fully completing Tyler House and we thank you for your continued patience during the refurbishment programme.

Tyler House was due to be completed towards the end of April/early June 2021. However with the limit in material resources and labourers due to COVID this has slowed down progress. We are now expecting Tyler House to be completed in September 2021.

So far, we have completed thirteen shared ownership units and fully refurbished 42 units, with a remaining six left to complete. This includes all internal communal staircases which have been painted and carpeted.



# Regeneration

## Aytoun Road



The concrete frame and stairwells for both blocks at Aytoun Road is now all but complete.

The next four weeks will see works to the roof begin, below ground brick work and the erection of scaffold all around the outside of the frame.

We will also be adding some designs to the hoarding to brighten the place up and give information about the development to passers-by. The current forecast for completion is July 2022.

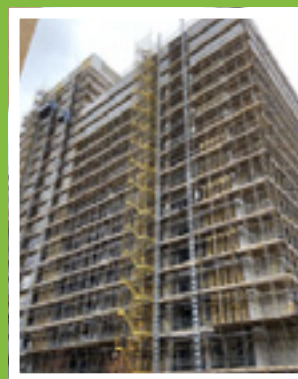
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## Crowhurst House lift

The final designs for the new platform lift at Crowhurst House are being completed. We are working with Otis Lifts to agree the final details before construction works commence. A complete programme for this is yet to be agreed.



## Park Heights



As you may already know, the Park Heights project has now been completed. We commenced the recladding of this 19 storey building back in November 2018.

We replaced all the existing cladding with a non-combustible alternative,









whilst all balcony tiles were changed to porcelain tiles. In addition, we also replaced all balcony glass panels to laminate heat soaked panels.

The project came to an end in June 2021 and none of the costs were passed onto any leaseholders/residents. Upon completion we were able to deliver the much sought after EWS1 forms which enabled our leaseholders to sell their properties on the open market.



# Our performance

## How we are doing?

Performance Indicator	Target	Apr	May	Our improvement plan
ASB cases with an action plan in place.	100%	100% 	100% 	We take cases of anti-social behaviour very seriously. We put an action plan in place for all cases to ensure they are dealt with in an effective way. If you are experiencing ASB, please contact the Neighbourhood Team on 0207 326 3700.
Percentage of repair appointments kept.	95%	92.1% 	93.1% 	Our Repairs Team are working with our contractors to improve our performance in this area. We hold fortnightly meetings with contractor Seville, providing each other with feedback on how we can ensure the service runs smoothly and appointments are kept.
Percentage of residents happy with how their call was dealt with.	85%	88% 	65% 	Satisfaction with how calls were dealt with dropped in May. We will use the feedback received during the month to improve how calls are dealt with by our staff. If you receive a call survey, please do take the time to complete it. Your feedback is much appreciated.
Percentage of tenants in arrears.	2.75% (maximum)	2.5% 	2.3% 	We know that the Coronavirus pandemic has led to some people struggling to pay their rent. Our Income Team aren't just here to take your payments, they are also here to provide you with support and advice. If you feel like you are struggling, please call our Income Team on 0207 326 3700.





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